



LOCAL SIGNED MEANS TEST
APPLICATION (ROSSIO 22)

ENROLLMENT APPLICATION SYSTEM
(EAS)

USER MANUAL

Patch EAS*1*3

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Revision History

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Introduction

Overview

This project is in response to Item #22 in the "Report of Task Force to Review Enrollment, Means Testing and Income Verification" (a.k.a. Rossio Report) dated December 15, 2000. In the area of Means Test (MT) Deficiencies, Item #22 required that the Veterans Health Administration (VHA) identify best practices for means testing and acquiring veterans' signatures at the local level and explore the promulgation of these best practices throughout the system. Currently, there are no provisions within Veterans Information System & Technology Architecture (VISTA) functionality that prevent the scheduling of future appointments for patients who require a means test. Additionally, there is no present mechanism to provide the patient adequate notification of the need to provide a current means test prior to the annual anniversary date. In response to the Rossio Report, the Enrollment Task Force recommended the national implementation of functionality similar to that developed locally at several sites in order to manage scheduling activities for veterans who require the completion of a means test. Sites that had developed and implemented local software (Class III) provided copies of their routines and supporting documentation to the Enrollment Systems Group (ESG) to assist in this endeavor.

Patch EAS*1*3 will provide a national patch release to the Enrollment Application Systems (EAS) software of locally implemented software that has been converted from Class III to Class I.

Functionality

This project addresses two major issues of functionality for the VISTA sites defined as means test deficiencies by the Enrollment Task Force:

- Generation of letters to veterans at designated times prior to the expiration of a veteran's means test and the tracking of letter status.
- Prevention of scheduling future appointments or the check-in/check-out of appointments for patients requiring a means test.

Related Manuals/Documentation

In addition to this User Manual, a Technical Manual and PIMS User Manual change pages will be released with the Local Signed MT Application software.

You can download the Local Signed MT Application User and Technical Manuals as follows:

From the Anonymous Directory:

- Go to the anonymous.software directory.
- Ftp the files listed in the following table. Remember to use binary format.

File Name	Documentation Component
EAS_1_P3_UM.pdf	User Manual
EAS_1_P3_TM.pdf	Technical Manual

From the Project Notebook Web Page:

<http://tspr.vista.med.va.gov/warboard/anotebk.asp?proj=508>

You may obtain a .pdf version of the PIMS v5.3 User Manual – Scheduling Module through the VISTA Documentation Library (<http://vista.med.va.gov/vdl/#app55>). References to the functionality included in the Local Signed MT Application software may be found in the Appointment Menu under the Make Appointment and Check-in/Unsched. Visit options.

Using the Software

Automated Means Test Letter Menu

The automated means test letter functionality provides the **VISTA** site with the ability to notify the patient in advance of the need to provide a means test via the use of a letter generated 60 days prior to the MT anniversary date and following up with additional letters at the 30 and 0-day marks if a response is not received. An option to generate a Report of Contact for telephone follow up with the veteran is also provided.

This new functionality adds a top-level menu option (Automated Means Test Letter Menu) to the EAS software. This new option contains three sub-menus and several options.

Select OPTION NAME: **Automated Means Test Letter Menu**

Search For MT Anniversary Dates
Veteran MT Return Edit
Letters Print Menu ...
Report Menu ...
EAS MT Parameter Menu ...

Select Automated Means Test Letter Menu Option:

Search for MT Anniversary Dates Option

This option searches for 60-day MT anniversary dates by scanning the Annual Means Test file (#408.31) and adds the letter candidates to the EAS MT Letter Status file. The use of this option will not actually cause the letters to print. Printing of the letters will be handled through the Letters Print Menu Option discussed elsewhere in this document.

Note that the process handled by the Search for MT Anniversary Dates Option may be scheduled by your site's Information Resources Management (IRM) Service as a background job to run automatically at specified intervals. If your site chooses to go with this method, it will not generally be necessary to run the Search for MT Anniversary Dates Option interactively.

However, you may choose to run this option interactively at any time. From the Select Automated Means Test Letter Menu Option, choose the Search for MT Anniversary Dates Option. Once you activate the option, the search will automatically process from the last date it was run to the current date. The only time you will be allowed to select a specific date will be the first time it is run after installation. At that time, the default will be set at T-30, but you will be allowed to change the date if desired. To specify an alternate starting date, answer "No" at the "Ok to continue? YES//" prompt. You will be asked to enter a different starting date, "Select new start date: Dec 15, 2001//".

```
Select Automated Means Test Letter Menu Option: Search For MT
Anniversary Dates
>> Processing date Aug 13, 2001 in progress <<
>> Processing date Aug 14, 2001 in progress <<
>> Processing date Aug 15, 2001 in progress <<
>> Processing date Aug 16, 2001 in progress <<
>> Processing date Aug 17, 2001 in progress <<
```

See Appendix J for details on the search process. Note that there are several checks that must be passed before a letter entry will be created. The search process will only search for "new" 60-day candidates. When an entry is created, 30 and 0-day dates are established in the MT Letter Status file. All processing for 30 and 0-day letters occurs in the MT Letter Status file. No additional scans of the means test file are performed for 30 and 0-day letters.

Veteran MT Return Edit Option

This option is used to update the veteran's MT letter status in the EAS MT Letter Status file when a current 10-10EZ form is returned to the facility as the result of a mailing. A positive ("Yes") entry in the "Means Test Returned?" field will eliminate the further generation of MT reminder letters for the specific patient.

From the Select Automated Means Test Letter Menu Option, choose the Veteran MT Return Edit option. When prompted to select the letter status entry to be updated, you may answer with the EAS MT letter status entry number, the processing date, or the patient name. At the following prompt, answer "Yes" to "Means Test Returned?" to indicate that the veteran has returned a MT. Next, enter the date the MT was returned. You will then be given the opportunity to enter any additional comments you may have related to the return of the MT.

Select Automated Means Test Letter Menu Option: **Veteran MT Return Edit**

Select the Letter Status entry to update: **HAYNES, LISA**

MEANS TEST RETURNED?: NO// **YES**

DATE MEANS TEST RETURNED: **8/17/01** (AUG 17, 2001)

COMMENTS:

1>

Please note that there is no direct interaction between this option and the means test functionality. If a new means test is entered for a veteran, users should still use this option to update the MT Letter Status entry. If this option is NOT used, it is possible that a follow-up letter will still be generated despite the fact that a means test has been entered. Conversely, this option could shut down the letters and indicate a response has been received without a means test actually being entered into the Annual Means Test file. Facilities should monitor this closely.

Letters Print Menu

This sub-menu contains six different options that are detailed individually below. The letters and Report of Contact are formatted to print on an 80-column printer. The letters are additionally formatted for the patient's address to appear in a standard 9-1/2" x 4-1/8" window envelope.

Note that the process handled by the Letters Print Menu Option may be scheduled by your site's IRM Service as a background job to run automatically at specified intervals and print all auto-generated MT letters/forms. The background job will print letters to either the primary print device or to multiple locations based on the specified print parameters. (Further information pertaining to print parameters may be found in the EAS MT Parameter Entry/Edit Option section elsewhere in this manual.) If your site chooses to utilize this method, it may not be necessary to run the Letters Print Menu Option interactively.

However, you may choose to run the option interactively at any time to print/reprint specific MT reminder letters as indicated below.

Select Automated Means Test Letter Menu Option: **Letters Print Menu**

```
Sixty Day Letters Print
Thirty Day Letters Print
Zero Day Letters Print
Reprint Letters By Processing Date
Reprint Single Letter
Print Report of Contact
```

The letters/forms will print to the print device selected by the user at the time the option is run. If printing to multiple locations is enabled, when you select a letter type from the Letters Print Menu, you will be asked the following prompt(s):

```
Select a specific location's letters? YES//
Select ADDITIONAL PRINT LOCATIONS:  XXXX
```

For the 60/30/0-Day Letters Print options, an answer of "YES" to the prompt "Select a specific location's letter?" will result in another prompt for entry of a print location. Print locations are specified in the EAS MT PARAMETERS File, #713, in the ADDITIONAL PRINT LOCATIONS, Field #25. See Item 2 on the EAS Means Test Letters Parameter Entry/Edit screen under the EAS MT Parameter Entry/Edit Option. You may then designate a particular location. All letters for veterans who have specified that particular location as their PREFERRED FACILITY, field #27.02 in the PATIENT File, will be printed. After selecting a location to filter the letters by, you will be asked for a print device to send the letters to.

When any one of the first three individual options above is selected and the “allow multiple locations” parameter is active, the possibility exists to miss printing letters for those veterans who have not specified a preferred facility or where the default facility has not been added as an additional print location. If you are allowing multiple print devices, it is recommended that the primary location be added as an additional print location.

See Appendix K for the process flow that occurs when the Sixty/Thirty/Zero Letters Print options are used.

The checks that occur when the print process runs could change the status of a letter and prevent the letter from printing. If a complete address for a veteran is not on file, the letter will not print, and a Mailman notification will be sent to the EAS MT LETTERS mail group. Additionally, if a patient’s means test has changed in the interim, all letter status flags are shut off, the MT Returned flag is changed to “yes”, and “autogenerated” is entered in the MT Returned “Comments” field. See Appendix K for details.

Examples of each of the various letters (60/30/0-day) may be found in Appendices A, B, and D of this document as noted individually below. Each letter indicates with **[brackets]** those areas where the system would automatically insert data based on what is in the local files. The portion of the letter that is in *italics* (last paragraph and signature block) would be free text as entered by the site. This will be discussed further in the Edit Final Section of Letter option elsewhere in this manual.

Before printing letters, if you wish to get an idea of what letters are flagged to print, you may run the Automated MT Letters Summary on the Report Menu. (See Report descriptions elsewhere in this manual.)

Sixty Day Letters Print

Prints the 60-day anniversary letters pending in the EAS MT Letter Status file. An example of a 60-day letter may be found in Appendix A of this document.

```
Select Letters Print Menu Option: Sixty Day Letters Print
Print letters for a specific location? YES//
Select ADDITIONAL PRINT LOCATIONS:
```

Thirty Day Letters Print

Prints the 30-day anniversary letters pending in the EAS MT Letter Status file. An example of a 30-day letter may be found in Appendix B of this document.

```
Select Letters Print Menu Option: Thirty Day Letters Print
Print letters for a specific location? YES//
Select ADDITIONAL PRINT LOCATIONS:
```

Zero Day Letters Print

Prints the 0-day anniversary letters pending in the EAS MT Letter Status file. An example of a 0-day letter may be found in Appendix D of this document.

```
Select Letters Print Menu Option: Zero Day Letters Print
Print letters for a specific location? YES//
Select ADDITIONAL PRINT LOCATIONS:
```

Reprint Letters by Processing Date

Reprints 60, 30, and 0-day MT letters for a specific processing date. As soon as the option is selected, a list of available processing dates will be displayed and you will be prompted to select a date. Once the desired date is entered, you will be required to select a letter type (60-day, 30-day, or 0-day).

```
Select Letters Print Menu Option: Reprint Letters By Processing Date
Print letters for a specific location? YES// No
```

```
Available Processing Dates:
```

```
8/2/01
8/28/01
8/31/01
```

```
Enter processing date to re-run letters: 8/28 (AUG 28, 2001)
```

```
Select one of the following:
```

```
1 60-Day
2 30-Day
4 0-Day
```

```
Select letter type: 2 30-Day
```

```
. . . EXCUSE ME, LET ME THINK ABOUT THAT A MOMENT . . .
```

```
DEVICE: HOME//
```

Reprint Single Letter

Reprints a single MT letter for a selected veteran and processing date. You will first be asked to enter a patient name. A notification will be displayed regarding the patient's MT status (if applicable), and you will be prompted to enter <RETURN> to continue. Next, you will need to enter the specific processing date for the letter that you wish to have reprinted. If the date that you enter was not a processing date, you will be given a list of processing dates from which to choose. Once you have selected the appropriate date, you will be prompted to select a specific letter type (60-day, 30-day, 0-day).

```
Select Letters Print Menu Option: Single Letter Reprint
Select PATIENT: SMITH, JONATHAN SMITH, JONATHAN      8-14-22
206081422P      NO
NSC VETERAN      KOPECKY,STEPHEN
Enrollment Priority:      Category: IN PROCESS      End Date:
```

*** Patient Requires a Means Test ***

Primary Means Test Required from SEP 5,2000

Enter <RETURN> to continue.

Select the letter processing date for this patient: **8/4/01** AUG 04,
2001

Answer with EAS MT LETTER STATUS ENTRY NUMBER, or PROCESSING DATE,
or

RECIPIENT

Choose from:

1 AUG 02, 2001 SMITH,JONATHAN Sep 5,2000

Select the letter processing date for this patient: **1** 8-2-2001

SMITH,JONATHAN

R Sep 5,2000

Select one of the following:

- 1 60-Day
- 2 30-Day
- 4 0-Day

Select letter type: **2** 30-Day

Select DEVICE: HOME//

After the patient has been selected, two checks are made, one for the Prohibit Flag and another for Date of Death. If either condition is met, no further processing will occur. After the processing date has been selected, checks are made to see if a means test has been returned or if the means test is no longer required. No further processing will occur if either condition is met. Only previously printed letters will appear in the selection list. If the 0-Day letter has not yet printed, it will not appear as a selection in the list. If no letters have yet been printed, you will be informed of that fact and no further processing will occur. All rules for printing to the primary or alternate print locations apply.

Print Report of Contact

Prints a Report of Contact (ROC) for a selected veteran(s). You will first be asked to enter a patient name. You may answer with the EAS MT letter status entry number, the processing date, or the patient name. You will next be prompted to enter <RETURN> to continue, followed by an opportunity to enter another patient name. Once you have entered the name for all veterans for which an ROC is desired, you will be prompted to select a print device.

```
Select Letters Print Menu Option: Single Letter Reprint
Select PATIENT: Mccoy,Leonard
Enter <RETURN> to continue. 3-11-2002 MCCOY,LEONARD Apr 19,1999
Select Patient:
DEVICE: HOME//
```

Report Menu

This sub-menu contains five different options that are detailed individually below.

Select Automated Means Test Letter Menu Option: Report Menu

Count of pending letters to be printed
 Automated MT Letters Summary Report
 Means Test Letters Statistics Report
 Unreturned Letter Statistic Report
 Means Test Expiration Report

Select Report Menu Option:

Count of Pending Letters to be Printed

Used after MT letters have been initiated to obtain a count of how many letters are pending and have not yet printed. Once you select the option, no further input is required.

Select Report Menu Option: **Count of pending letters to be printed**
 DEVICE: HOME// UCX/TELNET

The following data will display or print on the report:

- Report title
- Print date
- Page number
- Column heading for originally scheduled print date
- Column headings per letter type
- Column heading for total
- Number of pending letters to be printed for each listed scheduled print date by letter type and total

An example of the report generated may be found in Appendix E of this document.

Automated MT Letters Summary Report

Provides a statistical report for a given processing date range. Once this option is selected, you will be prompted to enter both a start and end processing date. Only those actions that processed during the date range of the report will be included in the report. The start date entered must be either the default processing date or another date; it may not be a future date. The end date must be either the default of the current date or a prior date; it may not be a future date. Once the date range has been entered, you will be prompted to enter a print device.

```
Select Report Menu Option: Summary by Processing date/s Report
Start with Processing date: OCT 1, 1998// 7/15/01 (JUL 15, 2000)
Ending Processing date: TODAY// 8/10/01 (AUG 10, 2001)
A 132-column printer is required for this report.
DEVICE: HOME//
```

The following data will display or print on the report:

- Report title
- Date range
- Print date
- Page number
- Entry number
- Patient name (Last 4)
- Means Test anniversary date
- Letter type
- Date of letter
- Flagged status
- Printed status
- Letter print date
- Prohibit status

Any patient who died in between letters will be flagged with a *D*. If a MT has been returned and is no longer required, the MT returned date will be shown below the veteran's name.

An example of the report generated may be found in Appendix F of this document.

Means Test Letters Statistics Report

Provides a summary by count of MT letters printed, returned and unreturned by letter type for a particular date range. You will be prompted to enter a print device.

Select Report Menu Option: **Means Test Letters Statistic Report**
 DEVICE: HOME//

The following data will display or print on each report:

- Report title
- Print date
- Column headings per letter type
- Column heading for total
- Number of letters printed per letter type and total
- Number of letters printed and returned per letter type and total
- Number of letters printed and not returned per letter type and total
- Number of patient records with prohibit flag during date range

An example of the report generated may be found in Appendix G of this document.

Unreturned Letter Statistic Report

Provides statistics for those letters that have been printed and mailed and that do not have a Means Test returned. This report scans the letters printed for which no means test has been returned. (MEANS TEST RETURNED?; Field #4 in MT Letter Status File, #713.2, is the determinant.) The report scans in reverse order; i.e., 0-day letters, then 30-day letters, then 60-day letters. If a letter has been printed, no earlier letters are checked. This report will show only the most current letters printed. Once the option is selected, the report will display to the screen.

Select Report Menu Option: **Unreturned Letter Statistic Report**

The following data shall display or print on the report:

- Report title
- Number of 60-Day letters printed with no Means Test returned
- Number of 30-Day letters printed with no Means Test returned
- Number of 0-Day letters printed with no Means Test returned
- Total number of letters for all letter types printed with no Means Test returned

An example of the report generated may be found in Appendix H of this document.

Means Test Expiration Report

Provides a list of patients with a Means Test expiration date within a specified date range.

Note that this report may be scheduled by your site's IRM Service as a background job to run automatically at specified intervals. If your site chooses to go with this method, the generated report will be for a one-day period, today – 1. If the report is set to run after midnight, it will list the previous day's means test expirations.

Once this option is selected, you will be prompted to enter both a start and end search date. Only those means tests that expire during the date range of the report will be included in the report. The start date entered may be either the default processing date or any past or future date. The end date may be either the default of the current date or a past or future date. The date range may be for a single date (same start and end date). Once the date range has been entered, you will be prompted to enter a print device.

```
Select Report Menu Option: Means Test Expiration Report

Enter date range for anniversary date search
  Start Date: Nov 15, 2001// 11/01/00 (NOV 01, 2000)
    End Date: Nov 15, 2001// (NOV 15, 2001)
DEVICE: HOME//
```

The following data will display or print on the report:

- Report title
- Date range
- Print date/time
- Page number
- Patient name
- Social Security Number
- MT expiration date
- Current MT status
- Future appointments

If there are no MT expirations for the selected date range, a message to that affect will be displayed.

Examples of the report generated may be found in Appendix I of this document.

EAS MT Parameter Menu

Before you start, please note:

- ❖ You must have the EAS MTSUPV key to use the EAS MT Parameter Menu option.

This sub-menu contains four different options that are detailed individually below.

Select Automated Means Test Letter Menu Option: **EAS MT Parameter Menu**

```
EAS MT Parameter Entry/Edit
Prohibit MT Letters Add/Edit
Edit Final Section of Letters
Clear Letter Search In-Use flag
```

Select EAS MT Parameter Menu Option:

EAS MT Parameter Entry/Edit

The EAS MT Parameter Entry/Edit option will display the current parameters for MT letters and allow for editing of the individual parameters as desired.

```

=====
EAS MEANS TEST LETTERS PARAMETER ENTRY/EDIT
=====

[1] Parameters
    Primary Print Device:           : DEV$PRT 16/6/UP
    Allow Multiple Print Devices?   : YES
    Send Means Test Completion Notice? : NO
    Envelope Offset                 : 0

[2] Additional Print Locations
    TROY                           : DEV2$PRT-A138-16/6/UP
    ALBANY                         : DEV$PRT 16/6/UP
    CANANDAIGUA, NY: SUP$PRT 16/6/UP

```

Enter 1-2 to EDIT, or RETURN to QUIT:

Enter “1” at the “Enter 1-2 to EDIT, or RETURN to QUIT:” prompt to edit any of the parameters listed below:

- Primary Print Device
- Allow Multiple Print Devices?
- Send Means Test Completion Notice?
- Envelope Offset

Primary Print Device: A primary print device for the printing of MT letters must be specified. This device must be set up in the DEVICE File, #3.5, in order to be selected. If you are planning on utilizing the background print tasking, this field must be filled in. If you do not plan on using the tasked letters option, then you do not have to fill in this field.

Allow Multiple Print Devices?: Enabling this allows the facility to define multiple print devices for the printing of the MT letters. If the multiple-print parameter is enabled, the software will query the Preferred Facility field in the Patient file for the veteran. If the veteran has specified a preferred facility, and a print device has been entered for that facility, the MT letter will be directed to that print device. If the veteran has not specified a preferred facility or a print device has not been entered for that facility, the letter will be directed to the primary print device. (Note: Installed default is “No”.)

Send Means Test Completion Notice?: Enabling this will result in a bulletin being generated upon completion of data entry of a veteran’s MT information through the option, Complete a Required Means Test. This bulletin will be sent to all users identified in the mail group EAS MT LETTERS to provide notification that a MT has been received and completed. (Note: Installed default is “No”.)

Envelope Offset: You should not have to set this UNLESS you need to move the veteran’s address to the right a few spaces in order to line it up properly in a window envelope. This parameter will only allow you 0 to 6 spaces. (Note: Installed default is “0”.)

Enter “2” at the “Enter 1-2 to EDIT, or RETURN to QUIT:” prompt to enter additional print devices at other locations. You will first be prompted to select the location and then to enter the print device at the chosen location. To ensure complete printing coverage when printing to specific locations, you should ensure that your primary facility is included as an additional print location.

```

Enter 1-3 to EDIT, or RETURN to QUIT: 2
Select LOCATION: CANANDAIGUA, NY// NEW YORK
      1  NEW YORK (PROS. CTR.), NY           790
      2  NEW YORK, NY                       630
CHOOSE 1-2: 2  NEW YORK, NY               630
PRINT DEVICE AT LOCATION: DEV$PRT 16/6/UP

```

Since the Preferred Facility, field #27.02, of the Patient file, #2, is used for accessing additional print locations, this field is a pointer to Institution file, #4, which is where the Preferred Facility points to. This field is only used as an indicator. You must select an appropriate device from your Device file, #3.5. That print device will be associated with the facility through the Parameter file.

Prohibit MT Letters Add/Edit

Certain circumstances warrant that a patient is not to receive a reminder letter to submit a means test. For these individuals, the patient should be flagged through the option Prohibit MT Letters Add/Edit that will prohibit the generation of a letter. Any patient from the Patient File (#2) may have a prohibit flag set or removed. If a patient is flagged, a means test letter will not be generated or mailed.

This option sets or removes the Prohibit flag in the EAS MT Patient Status File (#713.1). You will be given the choice of setting (S) or removing (R) the Prohibit Flag. Once you have entered the desired action, you will be prompted for the patient name. Once the patient name has been entered, the prompts will vary depending on whether you choose to set or remove the flag.

If you choose to SET the Prohibit Flag, you will be required to select a patient, confirm that you wish the patient added to the Patient Status File (if he is not already in that file), indicate the effective date for prohibiting printing of the letters, and state the reason for prohibiting the printing of the letters (3-60 characters).

Select EAS MT Parameter Menu Option: **Prohibit MT Letters Add/Edit**

Select one of the following:

S	Set Prohibit Flag
R	Remove Prohibit Flag

Set or remove the MT Prohibit flag: **Set Prohibit Flag**

Select Patient: **ROSSIO,FIVE** 3-16-24 206031624P NO NSC
 VETERAN KOPECKY,STEPHEN
 Enrollment Priority: GROUP 3 Category: IN PROCESS End Date:

Add patient to the Patient Status File? YES//

PROHIBIT LETTER EFFECTIVE DATE: **T** (NOV 19, 2001)

PROHIBIT LETTER REASON: <enter appropriate reason; answer must be 3-60 characters in length>

If you choose to REMOVE the Prohibit Flag, you will simply be required to select a patient.

Select EAS MT Parameter Menu Option: **Prohibit MT Letters Add/Edit**

Select one of the following:

S	Set Prohibit Flag
R	Remove Prohibit Flag

Set or remove the MT Prohibit flag: **Remove Prohibit Flag**

Select Patient: **ROSSIO,FIVE** ROSSIO,FIVE 3-16-24 206031624P
 NO

NSC VETERAN KOPECKY,STEPHEN
 Enrollment Priority: GROUP 3 Category: IN PROCESS End Date:

Edit Final Section of Letter

Each of the 60, 30, and 0-day MT reminder letters will be formatted in three separate sections – the header, the initial section and the final section. The Report Of Contact form is also formatted in three separate sections – the header, the initial section and the footer section.

The header for the 60/30/0-day letters includes the return address, date, patient name and address, and MT anniversary date. The primary institution address will serve as the return address for the facility. The header for the ROC form includes patient name, Social Security Number (SSN), address, telephone number, and VA Office. See the Technical Manual Installation Instructions for additional details on the return address.

For the 60/30/0-day letters, the HAS Office has specified the contents of the initial section of the letter, and this field may not be modified by the *VISTA* facilities. This section contains the text informing the patient of the purpose of the letter.

The final section of the 60, 30 and 0-day letters will be set up through a multiple field allowing for the selection of a preferred location and then drilling down to the text insertion that best fits the needs of the local facility and their associated patients. This information may include information pertaining to site-specific points of contact, hours of operation and signature blocks. Those facilities with integrated sites will have the capability of setting up this portion of the letter to provide information unique to their remote sites, using the preferred facility specified by the veteran. If a facility is not determined, a generic final section and signature block will be printed.

To edit the final section of any of the three letter types or the free text portion of the ROC form, you will need to access the Edit Final Section of Letter option. Once selected, you will be prompted to select one of the four letter/form types: 0-day letter, 30-day letter, 60-day letter, and Report of Contact. A prompt to select a preferred location for the final portion of the letter will follow. This field will allow for the selection of a location from within the Institution File (#4). The last field, Final Section, will be free text where you may enter the information relevant to the location and the 60, 30 or 0-day letter type selected (such as where to call with questions or where to report for a MT, followed by an appropriate signature block) or details pertaining to personal or telephone contact with the veteran (ROC). Note: At a minimum, the final section for the primary facility must be entered. This section will be used for any additional locations for printing where a final section has not been defined.

Select Setup EAS MT Parameters Option: **Edit Final Section of Letter**

Select EAS MT LETTERS NAME: ?

Answer with EAS MT LETTERS NAME, or TYPE

Choose from:

0-DAY

30-DAY LETTER

60-DAY LETTER

REPORT OF CONTACT

Select EAS MT LETTERS NAME: **60-DAY**

Select LOCATION: **MANCHESTER**

1 MANCHESTER, NH

608

2 MANCHESTER-RO NH

373

CHOOSE 1-2: **1** MANCHESTER, NH

608

Are you adding 'MANCHESTER, NH' as

a new PREFERRED LOCATION (the 1ST for this EAS MT LETTERS)? No// **Y**

(Yes)

FINAL SECTION:

1>**If you have any questions about the Financial Worksheet, please**

2>**call the Manchester Veterans Assistance Office at (603) 890-4567**

3>**between noon and 4 PM weekdays.**

4>

5>**Sincerely,**

6>

7>

8>

9>**JOHN DOE**

10>**Medical Administrative Service**

11>

EDIT Option:

Clear Letter Search In-Use Flag

If, after selecting the Search for MT Anniversary Date option, the message "This process is already running, please try again later" appears, and you have confirmed that no one else has actually started another search, then the "In-Use" flag may have been left in the set status due to an error or the task being incorrectly shut down on a previous search. This option may be used to reset the flag. As soon as this option is selected, the flag will be reset and a message indicating "Lock cleared" will appear on the screen. You may then rerun the search option.

```
Select EAS MT Parameter Menu Option: Clear Letter Search In-Use flag
```

```
>> Lock cleared
```

Note: If running the tasked background option, EAS MT LETTERS BG SEARCH, an alert will be sent to the EAS MTLETTERS mail group members with the message "Auto MT Letters: This process is already running" in place of the user message.

Appointment Blocking

Additional functionality included in the Local Signed MT Application software enables facilities to prohibit the scheduling of future appointments and the processing of certain unscheduled appointments for patients requiring a current means test. This determination is made through the use of computed fields currently residing in **VISTA** software and does not require user interaction. When accessing a patient in the Appointment Menu who is determined to require a completed MT, you will receive a screen alert notifying you of the requirement and prohibiting you from proceeding with scheduling of the appointment unless you are a holder of the EAS MTOVERRIDE security key. See Appendix L for a process flow of making an appointment.

See the *Related Manuals/Documentation* section of this document for the location of further information pertaining to this particular functionality.

Glossary

Acronyms

Acronym	Description
EAS	Enrollment Application System
ESG	Enrollment Systems Group
IRM	Information Resources Management
MT	Means Test
ROC	Report of Contact
SSN	Social Security Number
VAMC	Veterans Affairs Medical Center
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VISTA	Veterans Information System & Technology Architecture

Appendix A – 60-Day Letter

[Facility Name]
[Address Line 1]
[City, State, Zip]

[Current Date]

[Veteran's Name]
[Street Address]
[City, State, Zip]

Name Last, First, Initial

MEANS TEST ANNIVERSARY DATE: [Anniversary Date]

Dear [Title] [Veteran's Last Name]:

Each year the VA requires non-service-connected veterans and 0% service-connected veterans to complete a financial assessment (means test). Our records show that your annual means test is due [Anniversary Date].

What Does This Mean To You?

- The means test you completed last year exempted you from copayments for health care provided for your non-service-connected conditions.
- Failure to complete the means test by the anniversary date will prevent us from being able to schedule you for any future care for your non-service-connected conditions.

What Do You Need To Do?

- Complete and sign the Financial Assessment portion of the enclosed VA Form 10-10EZ reporting income and assets for the previous calendar year.
- Return the completed and signed form in the enclosed envelope before your means test anniversary date.
- When you report to your next health care appointment, bring your health insurance card so we may update your health insurance information.
- Notify us if you feel you received this letter in error.

What If You Have Questions?

Thank you for your assistance and cooperation. If you have any questions or need assistance in the completion of the information requested, please contact the [Facility Name] Business Office at (XXX) XXX-XXXX between 8:00 a.m. and 4:00 p.m. Monday through Friday.

Sincerely,

Chief HAS or equivalent

Enclosures

Appendix B – 30-Day Letter

[Facility Name]
[Address Line 1]
[City, State, Zip]

[Current Date]

[Veteran's Name]
[Street Address]
[City, State, Zip]

Name Last, First, Initial

MEANS TEST ANNIVERSARY DATE: [Anniversary Date]

Dear [Title] [Veteran's Last Name]:

Each year the VA requires non-service-connected veterans and 0% service-connected veterans to complete a financial assessment (means test). Our records show that your annual means test is due [Anniversary Date].

As of this date we have not received the updated financial income information we requested in a previous letter.

What Does This Mean To You?

- The means test you completed last year exempted you from copayments for health care provided for your non-service-connected conditions.
- Failure to complete the means test by the anniversary date will prevent us from being able to schedule you for any future care for your non-service-connected conditions.

What Do You Need To Do?

- Complete and sign the enclosed Financial Assessment portion of the enclosed VA Form 10-10EZ reporting income and assets for the previous calendar year.
- Return the completed and signed form in the enclosed envelope before your means test anniversary date.
- When you report to your next health care appointment, bring your health insurance card so we may update your health insurance information.
- Notify us if you feel you received this letter in error.

What If You Have Questions?

Thank you for your assistance and cooperation. If you have any questions or need assistance in the completion of the information requested, please contact the [Facility Name] Business Office at (XXX) XXX-XXXX between 8:00 a.m. and 4:00 p.m. Monday through Friday.

Sincerely,

Chief HAS or equivalent

Enclosures

Appendix C – Report of Contact Form

D E P A R T M E N T O F V E T E R A N S A F F A I R S		
REPORT OF CONTACT VA Office Identification No.		
Note: This form must be filled out in		
ink or on typewriter as it becomes a 543-43-2233		
permanent record in veterans' folders.		

Last Name-First Name-Middle Name (Type or print)		Date of Contact
BREYAR, TED		3/11/02

Address of Veteran		Telephone
123 THIRD STREET		(518) 345-6678
TROY, NEW YORK 12180		

Person Contacted		Type of Contact
		Personal/Phone

Address of Person Contacted		Telephone

Brief statement of information requested and given		
Means Test Anniversary Date: Feb 21, 2001		

Division or Section		Executed By (signature and title)

Appendix D – 0-Day Letter

[Facility Name]
[Address Line 1]
[City State Zip]

[Current Date]

[Veteran's Name]
[Street Address]
[City, State, Zip]

Name Last, First, Initial

MEANS TEST ANNIVERSARY DATE: [Anniversary Date]

Dear [Title] [Veteran's Last Name]:

According to our records you have not responded to our previous requests to complete the financial section of VA Form 10-10EZ. This is to inform you that your current financial assessment (means test) has expired.

How Does This Affect Your Eligibility for Cost Free Care?

- We do not have a current means test for you on file as is required to determine your eligibility for cost-free care.
- We are unable to schedule you for future care of your non-service-connected conditions.

How Does This Affect Your Enrollment?

- We are unable to determine your priority for enrollment in the VA health care system.

What Do You Need to Do?

- Complete, sign and return a new VA Form 10-10EZ, including the financial section.
- Read the enclosed VA Form 4107, Notice of Procedural and Appellate Rights. If you disagree with our decision, you or your representative may complete a Notice of Disagreement and return it to the Enrollment Coordinator or Health Benefits Advisor at your local VA health care facility.

What If You Have Questions?

If you have any questions or feel that receipt of this letter is in error, please contact (insert name) at (insert telephone number) or call the VA Health Benefits Service Center toll free 1-877-222-VETS.

Sincerely,

Chief, Health Administration Service, or equivalent

Enclosure

Appendix E – Count of Pending Letters to be Printed

Detailed Pending Letters Report
Printed: Mar 13, 2002@15:02:17
PAGE: 1

Sched. Date	60-Day	30-Day	0-day	TOTAL
Oct 16, 2000	2	0	0	2
Nov 14, 2000	1	0	0	1
Aug 03, 2001	1	0	0	1
Sep 18, 2001	0	1	0	1
Nov 12, 2001	1	0	0	1
Feb 05, 2002	2	0	0	2
Feb 12, 2002	1	0	0	1
Feb 18, 2002	1	0	0	1
Mar 03, 2002	0	1	0	1

Enter RETURN to continue or '^' to exit:

Appendix F – Auto-MT Letters Summary Report

AUTOMATED MT LETTERS SUMMARY Date Range: Oct 01, 1998 thru Mar 14, 2002 Print Date: Mar 14, 2002@11:23:40								
								Page 8
Entry	Patient	Means Test Date	Letter Type	Print Date	Flag to Print	Letter Printed?	Print Date	Prohibit Flag?
1	WODNUK, FRANK (3256)	5/13/01	60-Day 30-Day 0-Day	3/14/02 4/13/02 5/13/02	NO YES NO	YES NO NO	3/14/02	
3	MACENROE, JOHN (1550P) MT Returned: 3/14/02 FUTURE MEANS TEST	5/13/01	60-Day 30-Day 0-Day	3/14/02 4/13/02 5/13/02	NO NO NO	NO NO NO		
4	NEW, RELEASE (3045P)	5/13/01	60-Day 30-Day 0-Day	3/14/02 4/13/02 5/13/02	NO YES NO	YES NO NO	3/14/02	
6	SPOUSE, INSURANCE (1548P)	5/13/01	60-Day 30-Day 0-Day	3/14/02 4/13/02 5/13/02	NO YES NO	YES NO NO	3/14/02	
13	MOUSE, MICKEY (7445) *D*	5/13/01	60-Day 30-Day 0-Day	3/14/02 4/13/02 5/13/02	NO NO NO	NO NO NO		
9	SMITH, XXXX E JR (2121)	3/14/01	60-Day 30-Day 0-Day	1/13/02 2/12/02 3/14/02	NO NO YES	NO NO NO		
18	QUINN, MICHAEL (3241) MT Returned: 3/14/02 AUTO-GENERATED	3/14/01	60-Day 30-Day 0-Day	1/13/02 2/12/02 3/14/02	NO NO NO	NO NO NO		
27	CANANDAIGUA, JOE E (9966)	3/14/01	60-Day 30-Day 0-Day	1/13/02 2/12/02 3/14/02	NO NO YES	NO NO NO		

Appendix G – Means Test Letters Statistics Report

MEANS TEST LETTERS STATISTIC REPORT

Print Date: Mar 13, 2002@15:51:30

=====

Letter type:	60-day	30-day	0-day	Totals
--------------	--------	--------	-------	--------

Letters printed:	15	0	0	15
------------------	----	---	---	----

Printed and Returned:	2	0	0	2
-----------------------	---	---	---	---

Printed and Not Returned:	13	0	0	13
---------------------------	----	---	---	----

Count of patient records set to prohibit letter during date range: 0

Press any key to continue...

Appendix H – Summary of Unreturned Means Test Letters

Summary of Most Recent Unreturned Means Test Letters

60-day letters printed: 6

30-day letters printed: 0

0-day letters printed: 0

=====

Total: 6

Press any key to continue...

Appendix I – Means Test Expiration Report

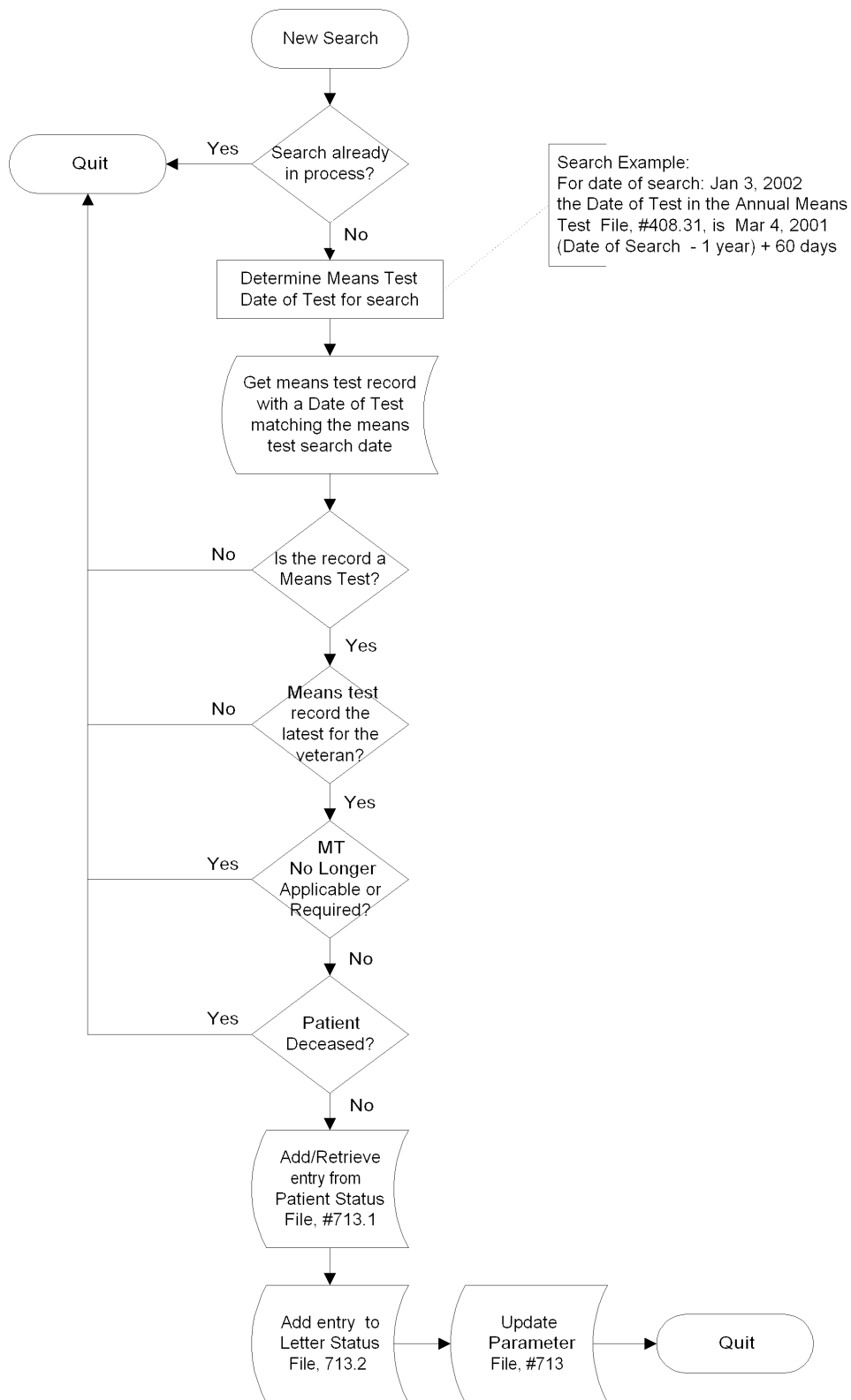
Example 1:

Means Test Expiration Report					
Anniversary Date(s): 11/1/2000 - 11/15/2001					
Printed: Nov 15, 2001@14:05:30				Page 1	
Patient	SSN	MT Expired	Status	Future Appts	
=====					
WILSON, FRED	429-56-9110	12/13/00	REQD		
WILSON, LEE	374-50-1882	12/14/00	REQD		
WILSON, EMPLOYEE	208-12-2350P	12/15/00	REQD		
PHELPS, ROBERT JR	001-33-2211	12/15/00	REQD		
GARIBALDI, THOMAS	345-22-0000	01/05/01	CAT A		
JEANS, BLUE	782-34-5679	01/13/01	REQD		
HORGAN, M	503-07-0253P	04/22/01	REQD		
BEAR, TEDDY	543-43-2233	08/10/01	CAT C	ROSSIO WALK-IN	1/18/02
ROSSIO, DOM	706-09-1223P	10/02/01	CAT C		
ROSSIO, MTEXPIRED	206-08-1422P	10/18/01	CAT A	STEVE'S-1	11/30/01
				ROSSIO 22	12/4/01

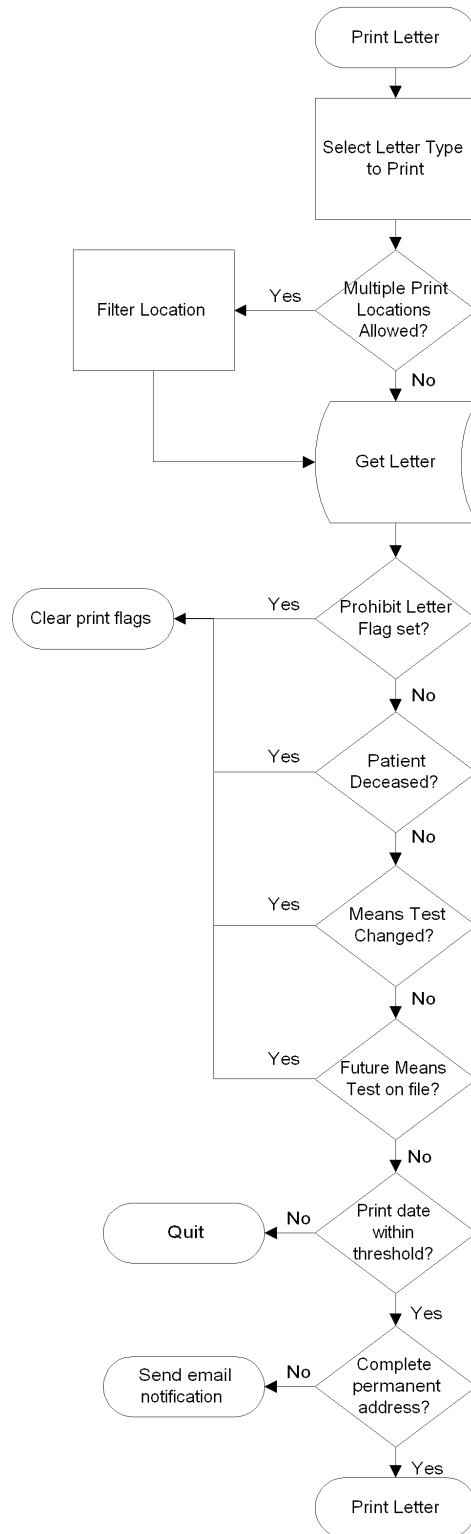
Example 2:

Means Test Expiration Report					
Anniversary Date(s): 11/13/2001 - 11/13/2001					
Printed: Nov 15, 2001@14:05:30				Page 1	
Patient	SSN	MT Expired	Status	Future Appts	
=====					
>>No Means Test expirations for the selected date range.					

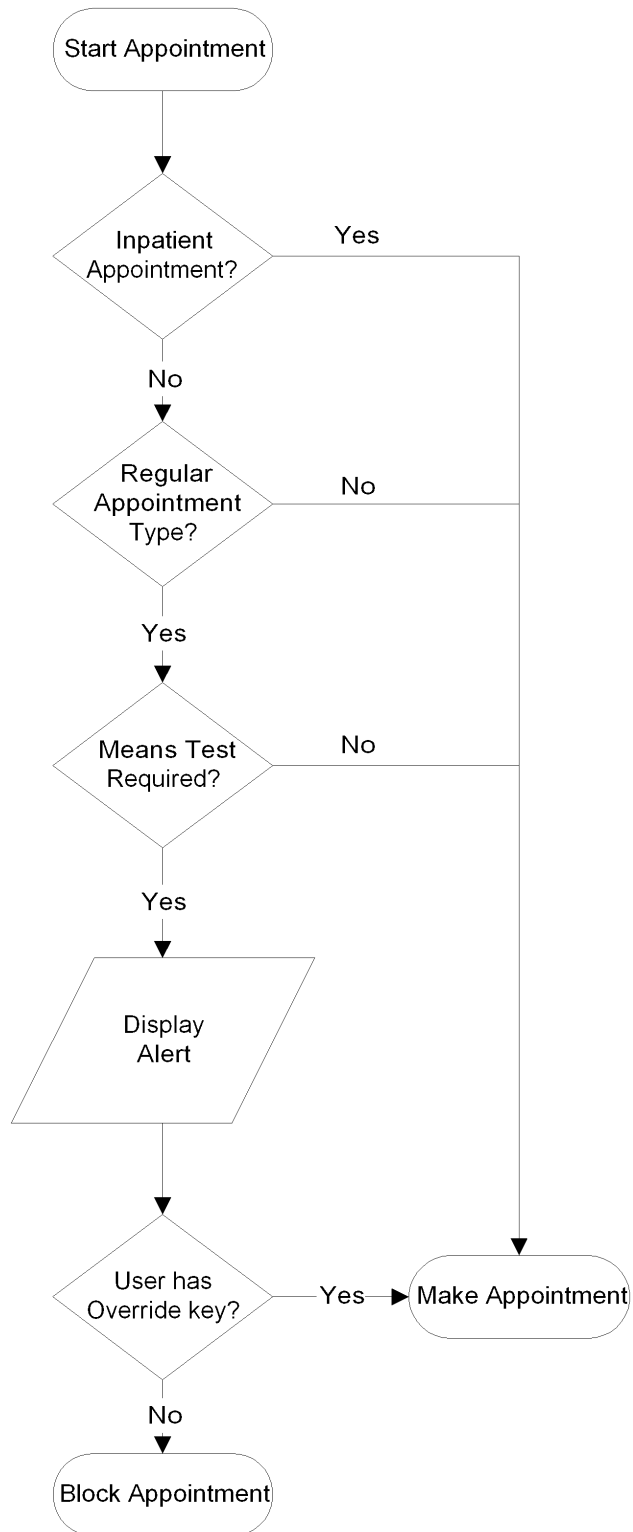
Appendix J – Flowchart of Search Process



Appendix K – Flowchart of Letters Option Process



Appendix L– Flowchart of Process of Making an Appointment



Appendix M – Local Means Test/Appointment Blocking Desk Reference

LOCAL MEANS TEST / APPOINTMENT BLOCKING **Desk Reference**

Q: Will appointment blocking have an impact on CPRS? If so, what is that impact?

A: There is no impact on CPRS. While you can create a NEW VISIT in CPRS, there is not a place to make an appointment.

Q: Will the patch work in PCE?

A: From within the PCE Appointment List View, when Check Out Interview for an appointment encounter is selected, it will check for a means test block. Since this has been determined to be an interim solution, the decision was made not to make major modifications to PCE.

Q: Does this replace the means test letter we currently send out? The letter that automatically prints now also includes all copays.

A: No. This is a completely different letter and basically acts as a reminder letter to the veteran.

Q: Are these letters automatically loaded into the computer system and generated?

A: Letter generation is not a 100% system automated activity. There are options to both prepare and print the jobs.

Q: Can telephone triage schedule an appointment if the veteran is MT status required?

A: If they are scheduling a regular appointment, then no.

Q: Will a pre-printed 10-10EZ accompany the letters?

A: No. Sites must manually stuff envelopes with the Form 10-10EZ.

Q: What type of documentation will be accompanying the release of this software?

A: Along with the FAQ, sites will also receive a User Manual and a Technical Manual.

Q: Is there an easy way to understand the requirements for appointment blocking and the generation of letters?

A: Yes, we have developed flowcharts that allow you to follow an example through and see why an appointment was blocked or why a letter was (or wasn't) printed.

Q: Where does the header information come from for the letters?

A: The software looks at the Institution File and pulls the name and address from the Site's record. The First line is retrieved from the Official VA Name, Field #100. If this field is empty, a default of VA MEDICAL CENTER is used. Street Address 1, and optionally Street Address 2 (if populated), are printed along with the City, State, and Zip as entered

in the facility's Institution file. The Institution used is determined by a standard API call which returns the current Primary Facility.

Q: Can I send output to something other than an actual printer?

A: Yes. The output can be directed to any device that is defined in the Site's device file.

Q: Should I send out Zero Day letters right at the beginning since they won't have received either a 60-day or 30-day letter?

A: That is a decision that must be made site-by-site.

Q: What do I need to do in order to print reminder letters at multiple locations or in a multi-divisional site?

A: After the patches are installed, you'll need to do two things. First, enter all of the locations in the Parameter file installed as part of the patch. Second, specify a print device for each of the locations entered into the Parameter file. See specific details on accomplishing this in the EAS MT Parameters Entry/Edit section of the Local Signed Means Test Application User Manual. Without the print device, the letters will be lost.

Q: After a print job is complete, I still see letters flagged for printing. What causes this and what does it mean?

A: If certain required veteran information fields are blank (street, city, state or zip), the software sends a mailman message that it cannot print this letter. As soon as the field is complete, the letter will print in the next job.

Q: The system shows that it's printed letters, but I can't find all of them. What's up?

A: It appears that when the letters are printed to a network printer that is not spooled or does not have a large enough buffer, some letters are "lost" because the letters are simply coming faster than the print device can print them. When the buffer is full, incoming letters are ignored until the buffer is able to accept new incoming data. A spooled network printer is required to print these letters. If you are using such a printer and the letters are still failing to print, check the device setup in the Device file. It has been determined that if Queuing, Field #5.5, is set to FORCED, letters will not print correctly, but they will be displayed as "Printed" in the status reports.

Q: Lots of veterans don't complete a MT in advance and wait until they come in for their next appointment. If they do that, do they have to complete the MT before they can be seen?

A: Yes. One of the early adopters of this product displayed a message that read, "Send patient to see _____ in Room XXXX" to make sure the process went as smoothly as possible. Remember that once this software is loaded, you absolutely will not be able to check-in a veteran who is in MT Status Required.

Q: Is there an override key?

A: Yes, there is an override key. The key can only be used for making appointments, not for check-in/out.

Q: Does the letter look to see if the veteran has an appointment to update MT?

A: No. The letter is more of a reminder, and the software doesn't look at appointments. There is an area of the letter that you can customize, and you might want to create something to encourage MT update appointments.

Q: Is there a check for the last facility that did a MT, or will the veteran get multiple letters from multiple facilities?

A: If a veteran has been seen in facilities that aren't tied together, there is a real possibility that multiple letters will go out to that veteran. Of course, this situation will change in the future with HEC managing centralized means testing.

Q: Does the software just ignore Cat C veterans?

A: There are a series of tests to determine letter recipients. For example, we look at deceased status and last MT – is it required or expiring within 60 days. You can also manually flag patients so that they never get a letter. Currently, a Cat C veteran with a means test date after Oct 5, 1999, and with the Agreed to Pay Deductible answered "Yes" will be ignored for the purposes of the means test blocking.

Q: How will appointment blocking affect clinic cancellations?

A: Clinic cancellations are not affected.

Q: If a clinic is cancelled and auto-rebooked, will a patient with a required MT be rebooked also?

A: Patients with a required MT will be auto-rebooked if a clinic is cancelled. Check-In/Out will still be blocked until their means test is updated.

Q: Will I be blocked from making C&P appointments?

A: No, only Regular type appointments are affected.

Q: How do I process an urgent walk-in patient who required a MT and is unable to do one at the time?

A: A walk-in patient may be checked-out using the Check-in/Unsched Visit option. A warning message will be displayed reminding you to enter Check-Out (CO) at the Appointment Check In or Check Out prompt. Make sure you answer "CO". Process the check-out as you would any other appointment.

Q: Diagnosis and CPT codes could be pertinent clinical information -- how do I input them if I'm blocked from doing a check-out on a patient that isn't available to do an MT?

A: As indicated in an earlier question, due to the interim nature of this application, it was decided not to make any major modifications to the Patient Care Encounter (PCE) software. As a result, it is possible to use the Update Encounter option on the PCE Encounter list to update DX and CPT information for an existing appointment.

Q: Are there exceptions for scheduling appointments for veterans that require a MT?

A: No. An override key is available for selected users that will allow the booking of appointments for these veterans. This key has no effect on check-in/out actions. If you feel you need this key, contact your local Means Test or Enrollment Coordinator.

Q: Will CPRS allow check out data to be entered (CPT, ICD, provider, etc.) if a MT is required?

A: CPRS does not currently support Appointment Management or Scheduling activities. As indicated in a question above, certain encounter information may be entered through Patient Care Encounter hooks between CPRS and PCE.

Q: How are the return address and patient address formatted?

A: Both addresses are formatted to meet the standardized address as specified in Postal Addressing Standards, Pub 28, November 2000, section 21. The delivery address is formatted to display in a 9 ½ by 4 inch window envelope.

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